



# Comtrade Smart Plug-in for Citrix (SP-i Citrix) 3.7x

## End of Sale Announcement

### Frequently Asked Questions

On Aug 15, 2016, Hewlett Packard Enterprise announced the End of Sale for SP-i Citrix 3.7x. The End of Committed Support and End of Extended Support dates were previously communicated via [Software Support Online](#).

Key program dates listed below for SP-i Citrix 3.7x are based on HPE's time-based support policy under which end-of-support dates are announced as new product versions are released. Our goal is to provide you with a clear visibility into the support time-line of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our [Software Support Policy](#).

This document provides answers to frequently asked questions regarding this announcement.

#### PRODUCT RELATED QUESTIONS

<b>Question</b>	When is HPE obsoleting sales for SP-i Citrix 3.7x?
<b>Answer</b>	Effective Aug 15, 2016, HPE is announcing the End of Sale of SP-i Citrix 3.7x. Current Customers may continue to purchase additional licenses of SP-i Citrix 3.7x until Nov 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
<b>Question</b>	Why is HPE obsoleting sales for SP-i Citrix 3.7x?
<b>Answer</b>	SP-i Citrix 3.7x will reach End of Committed Support in the near future. For this reason, HPE is obsoleting the sales of SP-i Citrix 3.7x. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the <a href="#">product version obsolescence guidelines</a> .
<b>Question</b>	What product numbers are affected by this obsolescence?
<b>Answer</b>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<b>Question</b>	When is the last date I can order SP-i Citrix 3.7x?
<b>Answer</b>	SP-i Citrix 3.7x will continue to be available for purchase to current support customers through Nov 1, 2016. As of that date, you will no longer be able to purchase additional licenses of the product version.
<b>Question</b>	Can I still purchase additional licenses for SP-i Citrix 3.7x? If yes, how?

<b>Answer</b>	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.
<b>Question</b>	Do I need to request new license keys when updating to SP-i Citrix 3.8x?
<b>Answer</b>	No, you don't need new license keys SP-i Citrix 3.8x. For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request SP-i Citrix 3.8x license keys.
<b>Question</b>	What version of SP-i Citrix currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 3.8x. Please check <a href="http://hpe.com/software/home">hpe.com/software/home</a> or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
<b>Question</b>	Who can I contact if I have more questions with regards to this product obsolescence?
<b>Answer</b>	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner: <a href="http://hpe.com/software/home">hpe.com/software/home</a> Web Self Solve: <a href="http://hpe.com/software/support">hpe.com/software/support</a> HPE Technical Support: <a href="http://hpe.com/software/support">hpe.com/software/support</a> (click on Support Contact & Community → Contact Us → Phone)
<b>Question</b>	What are the hardware requirements to update to SP-i Citrix 3.8x?
<b>Answer</b>	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance.
<b>Question</b>	Where can I find update information for SP-i Citrix 3.7x?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information.
<b>Question</b>	I plan to update my SP-i Citrix 3.7x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All SP-i Citrix 3.7x support customers can download Sp-I Citrix 3.8x media at <a href="#">Hewlett Packard Enterprise Software Licenses and Downloads Portal</a>
<b>Question</b>	What is the concurrent support time period?
<b>Answer</b>	There will be 6 months of concurrent support for updating to SP-i Citrix 3.8x.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Committed Support date?
<b>Answer</b>	The End of Committed Support date for SP-i Citrix 3.7x is Apr 30, 2018. This date was announced on <a href="#">Software Support Online</a> on Apr 29, 2014. As of the End of Committed Support date, customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Security Rule updates</li> <li>• Product updates</li> </ul>
<b>Question</b>	What is the End of Extended Support date?
<b>Answer</b>	The End of Extended Support date for SP-i Citrix 3.7x is Apr 30, 2020. This date was announced on <a href="#">Software Support Online</a> on Apr 29, 2014. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.
<b>Question</b>	Are there any other key dates I need to be aware of?
<b>Answer</b>	Please see customer letter, page 1, for key dates.

<b>Question</b>	What are my obsolescence options?
<b>Answer</b>	You have the option to continue using SP-i Citrix 3.7x. HPE will stop providing committed support for SP-i Citrix 3.7x on Apr 30, 2018. Extended Support will continue to be available through Apr 30, 2020. Self-Help Support with Rights to New Versions support will continue to be available through Apr 30, 2024. You are encouraged to begin reviewing your business requirements for SP-i Citrix 3.7x. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining migration options that meet your business needs.
<b>Question</b>	Can I get a support contract for technical support only, without having to pay for updates?
<b>Answer</b>	No, support contracts include both technical support and software updates.
<b>Question</b>	Should there be a defect with a version of SP-i Citrix for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<b>Answer</b>	HPE may choose to offer defect fixes at a premium price, depending on available resources.
<b>Question</b>	If I am on a support contract, what will I be entitled to?
<b>Answer</b>	You should have received a letter or electronic notification from HPE to inform you about the availability of SP-i Citrix 3.8x for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HPE sales and support representatives or your HPE business partner can help provide information and assistance to enable your update to be easy and successful.
<b>Question</b>	When I update from SP-i Citrix 3.7x to SP-i Citrix 3.8x, can I continue my existing support contracts until they expire?
<b>Answer</b>	Yes, you can continue using your existing support contracts until they expire.
<b>Question</b>	When I update from SP-i Citrix 3.7x to SP-i Citrix 3.8x, can I expect the same support pricing compared to SP-i Citrix 3.7x?
<b>Answer</b>	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
<b>Question</b>	What migration services are available to help me update?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information
<b>Question</b>	What educational/training packages are available for the SP-i Citrix 3.8x?
<b>Answer</b>	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information : Americas - <a href="#">HPE Education AMS</a> Asia Pacific - <a href="#">HPE Education AP</a> Japan - <a href="#">HPE Education Japan</a> Europe, Middle East and Africa - <a href="#">HPE Education EMEA</a>

For more information on SP-i Citrix 3.8x and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hpe.com/software/home](http://hpe.com/software/home)

[hpe.com/software/support](http://hpe.com/software/support)

[hpe.com/software/support-lifecycle](http://hpe.com/software/support-lifecycle)

